



EBT NEWS

County of Los Angeles
Department of Public
Social Services

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SUCCESS CONTINUES WITH COUNTYWIDE EBT IMPLEMENTATION — ROLLOUT GROUP II

The success continues with the first and final phase of our Countywide Implementation of EBT. As you know, in August 2003, Food Stamp and cash (CalWORKs, RCA, CAPI and General Relief) participants in the Metro East and South Central district offices began using the Golden State Advantage (a.k.a. EBT) card to access their benefits. After the five-month pilot, in February 2004, participants from 14 more districts began using EBT without any major problems. In March 2004, participants in the remaining 15 district offices joined the EBT bandwagon with success.

Congratulations to all of you for a successful Countywide EBT Implementation!

Participant Training

Outstanding once again! Rollout Group II concluded Participant Training on February 28, 2004 demonstrating their ability to take the challenge and meet the departmental standard. Participants steadily visited the training sites and were welcomed by knowledgeable staff ready to assist them. Once again the number of Over-the-Counter (OTC) card issuances that took place pleasantly surprised everyone. These are the cards for those participants who use the district as their mailing address. The three districts with the highest number of OTC cards issued were Southwest Special with 32%, Metro Special with 33%, and Paramount with a notable 34%!

Congratulations to all the districts in both Rollout Groups I and II for stepping up to the plate and doing an impressive job!

LA FAIR UNPLUGGED

All Benefits Issuance Outlets unplugged LA FAIR after business hours on February 29, 2004. What that means is that any participant with benefits issued on LA FAIR will need to pick-up the benefits at the Benefits Issuance Outlet **before** March 1, 2004. Upon request from the participant, any benefits **not** picked up **must** be reissued through EBT. Instructions to districts are released in Administrative Directive #4465, dated 1/20/2004.

EBT IS HERE



EBT CORNER: IS IT TRUE OR FALSE?

1. **Cash** EBT benefits not accessed before a participant moves out of County are lost. Is this true or false?

False. Cash participants are entitled to benefits remaining in the EBT cash account even **after** a move out of county is reported. If a participant needs a replacement card after the change of address is reported, regardless if it is out of LA County, the worker must change the address on LEADER **immediately**. Updating the address on LEADER will prevent any delays to the participant when a replacement card is requested through Customer Service. Remember, changes of address are only updated to LEADER by the worker.

(Note: Food Stamp EBT benefits may be converted to Food Stamp coupons when the household is relocating to a County/State that is not using EBT.)